

Kent County Council

Job Description: Commercial Implementation Officer

Directorate:	Deputy Chief Executive's Department
Unit/Section:	Commercial Standards & Improvement Team
Grade:	KSH
Responsible to:	Strategic Commercial & Procurement Lead

Purpose of the Job:

The Commercial Implementation Officer will be responsible for leading implementation activity that supports the rollout and embedding of KCC's commercial policies, processes and initiatives, including those arising from the Council's Commercial Strategy. This will include translating procurement policy, governance and improvement activity into consistent, practical and effective application, supporting value for money, improved outcomes, and effective and compliant procurement and contract management practice.

The postholder will work collaboratively across the CPD, Directorates and corporate functions to plan and deliver implementation activity, including developing implementation plans, stakeholder engagement approaches, guidance, tools, training materials and adoption/compliance insight. This will involve working with Services to understand how approaches are being applied in practice, identifying areas of inconsistency or challenge, and agreeing practical local implementation approaches within existing policy frameworks, and recommending policy and process improvements based on evidence.

The role will apply professional knowledge and judgement to support delivery and embedding of priority initiatives. The postholder will prioritise implementation activity within agreed objectives and design engagement and support activity independently, while escalating matters relating to policy change, legal interpretation, financial risk, significant non-compliance or strategic direction to the Strategic Commercial and Procurement Lead.

Main duties and responsibilities:

- Lead implementation and embedding activity for KCC's commercial policies, processes and initiatives across the Council, including those arising from the Commercial Strategy, ensuring consistent and effective application in practice.
- Develop and maintain implementation plans and stakeholder engagement approaches for key commercial initiatives, including identifying priority audiences, implementation needs, delivery milestones and routes for feedback.
- Support the rollout and embedding of key policy initiatives, such as Spending the Council's Money, Contract Management Policy, and category management and supplier relationship management, ensuring alignment between intended outcomes and practice.
- Work with Directorates and Services, including commissioners and contract managers, to understand how procurement policies and processes are being applied, identify areas of inconsistency or challenge, and agree practical local

implementation approaches within agreed policy and governance frameworks.

- Gather, analyse and communicate feedback and insight from Directorates and Services, identifying trends, good practice, barriers and areas for improvement, and using this to produce adoption/compliance insight and recommendations for further improvement.
- Identify and support the development of data requirements and performance measures to evaluate how effectively policies and initiatives are being implemented and embedded, working with the Data and Insights function and services to ensure evidence informs reporting, decision-making and continuous improvement.
- Design and deliver targeted interventions to improve understanding, adoption and compliance with procurement policy, governance and related initiatives, including developing guidance, tools, training materials, workshops and engagement activity tailored to different user groups.
- Work collaboratively across the Commercial Standards and Improvement Team to support delivery of priority work, ensuring implementation learning informs policy development, reporting and performance monitoring, while contributing to effective team working, knowledge sharing and constructive challenge.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: Commercial Implementation Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Educated to degree level or equivalent. • Achieved or working towards a relevant professional qualification (e.g., in programme or project management qualification, procurement, or policy implementation).
EXPERIENCE	• Demonstrated experience of delivering or leading on the implementation of policies, processes or other major initiatives within a complex organisation. • Demonstrated experience of working in, or closely with, commercial, procurement, commissioning or contract management environments. • Communication and stakeholder engagement experience, building effective relationships with a range of stakeholders, influencing behaviours, and supporting change across different services and functions in a complex organisation. • Demonstrated experience of monitoring, evaluating, and reporting on the impact of policy initiatives, including gathering and analysing feedback and data, and using this to inform practical improvements. • Demonstrated experience of designing and delivering implementation activity, such as training sessions, workshops, information materials, engagement and communications to support adoption of policy and new initiatives.
SKILLS AND ABILITIES	• Good project delivery and coordination skills, including the ability to plan and manage multiple tasks and activities to agreed deadlines. • Strong ability to translate strategy, policy, or requirements into practical implementation, including developing guidance, tools and supporting materials. • Strong analytical and problem-solving skills, including the ability to identify barriers to implementation and develop practical, workable solutions. • Ability to build relationships and influence others to support consistent application of policies and processes across a

	complex organisation. • Effective communication and engagement skills, with the ability to explain complex requirements clearly and support understanding across different audiences. • Ability to apply professional judgement when agreeing local implementation approaches, while recognising when matters need to be escalated.
KNOWLEDGE	• Working knowledge of procurement, contract management and commercial governance practices in a public sector environment, including awareness of relevant legislation and regulatory requirements, and how these translate into practice. • Understanding of how policies, processes and governance arrangements are applied in practice within a complex organisation. • Understanding of how implementation effectiveness can be monitored and evaluated, including use of feedback, data and performance measures to inform improvement.
BEHAVIOURS AND KENT VALUES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: • Flexible/agile – willing to take (calculated) risks and want people that are flexible and agile. • Curious – constantly learning and evolving. • Compassionate and Inclusive – compassionate, understanding and respectful to all. • Working Together – building and delivering for the best interests of Kent. • Empowering – Our people take accountability for their decisions and actions. • Externally Focused - Residents, families and communities at the heart of decision making.